

## AMENDMENTS

### In the Claims

Please amend claims 1, 6, 9, and 17 as shown herein.

Claims 1-25 are pending and are listed following:

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1. (currently amended) An automated warranty fulfillment system for a consumable item that is consumed during operation of a device, the system comprising:

an interface configured to facilitate communication between the consumable item and the device in which the consumable item is installed;

10 a memory disposed on the consumable item, the memory configured to store warranty information corresponding to the consumable item where the warranty information is stored on the memory at a time of manufacture of the consumable item to incorporate warranty fulfillment functionality for a user of  
15 the device, and the memory further configured to store consumable use data corresponding to installation of the consumable item in the device and use of the consumable item during operation of the device; and

the memory further configured to store computer executable instructions  
configured to that, when executed, (1) request additional warranty information  
20 from [[a]] the user who initiates a warranty claim for the consumable item, and  
(2) and receive the additional warranty information from the user, and the  
computer executable instructions further configured to obtain the warranty  
information, the additional warranty information, and the consumable use data  
to complete warranty requirements to substantiate [[a]] the warranty claim for  
25 the consumable item.

2. (previously presented) The system of claim 1 wherein the consumable item includes an image forming consumable.

3. (previously presented) The system of claim 2 further comprising additional computer executable instructions configured to generate an image of the warranty requirements when completed.

4. (previously presented) The system of claim 1 further comprising a processor disposed on the consumable item, the processor configured to execute the computer executable instructions, wherein the computer executable instructions are communicated to the device via the interface.

5. (previously presented) The system of claim 1 wherein a user of the device can interact with the automated warranty fulfillment system using a host system connected to the device.

6. (currently amended) The system of claim [[5]] 1 wherein ~~said host system comprises a general purpose computer~~ the warranty information stored in the memory at the time of manufacture of the consumable item includes at least one of instructions on how to comply with the warranty claim, warranty terms, or warranty forms to facilitate the warranty claim.

7. (previously presented) The system of claim 1 further comprising additional computer executable instructions configured to communicate the warranty requirements to a warranty issuer over a data network.

8. (original) The system of claim 7 wherein said data network comprises the Internet.

5 9. (currently amended) A method for automating warranty fulfillment for a consumable item that is consumed during operation of a device, the method comprising:

monitoring use of the consumable item during operation of the device in which the consumable item is installed;

10 storing consumable use data on a memory disposed on the consumable item;

obtaining warranty information stored on the memory, the warranty information being stored on the memory at a time of manufacture of the consumable item;

15 obtaining the consumable use data stored on the memory;

prompting a user of the device for user-provided information corresponding to the consumable item when the user initiates a warranty claim; and

20 completing warranty requirements with the warranty information, the consumable use data, and the user-provided information to submit the warranty claim for the consumable item.

10. (previously presented) The method of claim 9 wherein prompting the user includes displaying a user interface through which the  
25 user-provided information corresponding to the consumable item can be obtained.

11. (previously presented) The method of claim 9 further comprising printing a warranty form when completing the warranty requirements, the warranty form including the warranty information, the consumable use data, and the user-provided information.

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12. (previously presented) The method of claim 9 further comprising electronically communicating said warranty requirements to a warranty issuer when the warranty requirements are completed.

10 13. (previously presented) The method of claim 9 further comprising performing a diagnostic test of the consumable item to determine whether the consumable item is defective.

15 14. (previously presented) The method of claim 13 further comprising comparing diagnostic test information with the warranty information to determine applicability of the warranty claim for the consumable item.

20 15. (previously presented) The method of claim 9 further comprising storing the warranty information, the consumable use data, and the user-provided information in an external memory such that the warranty requirements can be completed when the consumable item is inoperable.

16. (previously presented) The method of claim 15 further comprising executing warranty fulfillment software stored on a memory that is disposed on a replacement consumable, the warranty fulfillment software being executed to complete the warranty requirements with the warranty information, the consumable use data, and the user-provided information stored in the external memory.

17. (currently amended) A consumable item for a device comprising:

10 means for storing warranty terms on the consumable item at a time of manufacture of the item;

means for obtaining post-installation information when the consumable item is installed in the device;

means for storing the post-installation information on the consumable

15 item;

means for interacting with a user to obtain user-provided warranty information corresponding to the consumable item when the user initiates a warranty claim; and

means for completing warranty fulfillment information for the

20 consumable item from at least one of:

the warranty terms;

the post-installation information; or

the user-provided warranty information.

25 18. (previously presented) The consumable of claim 17 further comprising means for interfacing said consumable item with said device.

19. (previously presented) The consumable of claim 17 further comprising means for communicating with a host system operated by said user.

20. (previously presented) The consumable of claim 17 further  
5 comprising means for forming an image of said completed warranty fulfillment information.

21. (previously presented) The consumable of claim 17 further  
10 comprising means for communicating said completed warranty fulfillment information to a warranty issuer.

22. (previously presented) The system of claim 1 further  
comprising additional computer executable instructions configured to generate  
a user interface for display through which the additional warranty information  
15 corresponding to the consumable item can be obtained to further complete the warranty requirements.

23. (previously presented) The system of claim 1 further  
comprising additional computer executable instructions configured to perform  
20 diagnostic testing of the consumable item to determine whether the consumable item is defective.

24. (previously presented) The system of claim 1 further comprising additional computer executable instructions configured to perform diagnostic testing of the consumable item to determine whether the consumable item is defective, the additional computer executable instructions further  
5 configured to compare diagnostic test information with the warranty information to determine applicability of the warranty claim for the consumable item.

25. (previously presented) The system of claim 1 further  
10 comprising a second memory external to the consumable item and configured to store the warranty information and the consumable use data such that the warranty requirements can be completed when the consumable item is inoperable.